Tips for Newcomers (SPN)

Most of your colleagues will be willing to direct you in finding additional info about the following tips, so don't be shy about asking around for guidance.

Administrative:

1. Change the answering machine greeting on your cubicle phone. The last person to use it should have changed the password to the extension number before he/she left. Instructions for changing your password, and other phone tips, are included in Appendix A.
2. Learn how to use Outlook (Help Desk folks can give you a tutorial), especially how to look up folks using the address book function.
3. For office supplies and small purchases, ask your section secretary how to order them. There is also a cabinet across from Judy Labaria's desk (719A) with some supplies.
4. Submit a resume to Resumix. **http://cpolrhp.belvoir.army.mil/west/**; click link on "employment information".
5. Order business cards (Nina Calo, Colonel's office); if possible, order in a group to get a cheaper rate (ask Sharon for names of other newcomers).
6. Learn how to use CEFMS to fill out your travel order and travel voucher (for reimbursements). Jerry Jiang is a good person to ask about CEFMS. Also, Cindy Vangilder has a copy of the original CEFMS instruction manual. While some of the fields have changed since the program was upgraded from DOS to Windows, much of the information is still useful, especially instructions on filling out Travel and Training forms.
7. Learn how to use CEFMS to look up how much money is in your project account (ask Steven Yip for quick tutorial).
8. Get a CEFMS signature card so you can sign off on travel orders, etc. Your supervisor should be able to tell you when you'll need to get one. See Josie Llaguna.
9. Learn when to charge time to a project versus training versus overhead when filling out time sheets for each 2-week pay period. Jimmy Szeto is Planning Division timekeeper.
10. Learn about your ARIMS numbers, writing Government Correspondence, and keeping Civilian Records (see Appendix C).
11. Apply for the government travel card (VISA) if you'll be traveling more than 2 times/year. While it was once mandatory to use this card during official travel, the use of the government travel card is currently considered optional and may be phasing out.
12. The Colonel's secretary will make you a civilian ID card.
13. Find out how to check out a government vehicle (for site visits and other official business; logistics, 8th floor).
14. Find out how to check out BART tickets (for official business only; logistics, 8th floor).

15. Name changes:
    a. Initiate out a Request for Personnel Action (RPA). Your supervisor should be able to assist you with this. Once this action is received, CPAC will prepare a SF 2810 which will change your name with your health care provider. Contact your health care provider since providers have their own procedures for name changes.
    b. Should you decide to add your spouse to your health plan, you can do so without waiting for open season. You have 30 days before through 60 days after your marriage to make this change. If you decide you want to be covered under your spouse's plan, you can cancel your FEHB during open season or only following a significant life event.
    c. If you have a government-issued travel card, Bank of America will require a copy of your marriage certificate.
    d. You may need to complete another form to change your name on the Shorenstein white access card. See Judy Richey in LM, X8634.
16. Address changes: See Olivia Grate.
17. When filling out Travel Orders you will need to know the Per Diem Rate of the city you will be traveling to, and estimated airplane ticket prices. They can be found at GSA's travel site, which also includes tax-exempt forms, and provides all sorts of information for the government traveler. If you go into the Per Diem listing in policy works it will have a Property (Hotel) Listing for the city you are going to: **http://policyworks.gov/org/main/mt/homepage/mtt/perdiem/travel.shtml**
    To go directly to the travel site: http://www.fedtravel.com/gsa/Default.asp
18. Instructions on how to send copies of your final reports to the DOD Defense Technical Information Center are available as Appendix D.

Benefits:

19. Website for Army Benefits Center: **https://www.abc.army.mil/**
20. Select level of life insurance coverage (FEGLI; Federal employees' group life insurance). We are automatically enrolled for basic coverage, unless we waive it. See in-processing packet for brochure and the following website for more info: http://www.opm.gov/insure/life
21. Sign up for health insurance within 30 days of your hire date. Visit the FEHB (Federal Employees Health Benefits) site: **http://www.opm.gov/insure/02/**. You can also use the paperwork/brochures that came along with your "in-processing" paperwork.
22. Sign up for Thrift Savings Plan (government 401K). Paperwork/brochures were given to you with your in-processing package. Can sign up and contribute within 60 days of your hire date. This year you can contribute up to 14% of your pre-tax salary; this limit increases 1% every year through 2005, after which participants' contributions will be restricted only by the Internal Revenue Code's total annual limits. Matching funds from government begin during your second "open season" (there are two open seasons: April 15 – June 30 and October 15 – December 31). Beginning the last month of the second open season after you were hired, feds contribute automatic 1%, match fully the first 3% you contribute, and then match half of the next 2% you contribute. If you were hired during an open season but before its last month, that open season is considered your first one. For example, if you were hired between Jan 1 and June 30 2002, your Agency

Automatic 1% and Matching Contributions will not begin until the first full pay period in Jan. 2003. Go to **http://www.tsp.gov/account/index.html** for more info.

23. Sign up for commuter checks. $100/month max. See Olivia Grate (accounting) on the 10th floor.
24. Visit the fitness center (6th floor) and meet the trainer (Carole Coleman). Sign up for a locker, view fitness class offerings.
25. COE offers outside fitness reimbursements of up to $250/year for membership fees for fitness clubs. See fitness trainer for paperwork.

People to meet/get to know:

26. Learn the Organizational structure of USACE: section, branch, service division, district etc. See Appendix A for much of this information.
27. Learn whom all the Chiefs and their secretaries are. Learn where all the sections and other functional groups are located in the building. Part of this information is included in Appendix A.
28. Learn the names of the major officials in the nationwide Corps. There is a Training Video available at the Public Affairs Office (PAO).
29. Get to know the folks at the Help Desk (computer support). They will be very helpful for the inevitable computer problems you'll encounter.
30. Familiarize yourself with the District Support Team (DST), an invaluable resource for communication and coordination between the district and the division.

Corps Guidance (protocol literature):

31. Get a copy of the "Novice Orientation Plan". There is some overlap between this list and the Orientation Plan.
32. View the mandatory Computer Security CD-ROM upstairs by the Help Desk.
33. Browse the COE website if you are not familiar with the organization.
34. Read the following guidance; when specific reports/"products" are mentioned, ask around for an example of it. There are also report templates available for many of the biggies:
    a. Planning guidance notebook ER 1105-2-100 (available on WWW, hard copy, and on CD)
    b. Presentations on Intro to Planning Workshop CD
    c. Planning Manual
    d. Planning Partnership Kit
    e. District and Division-specific Planning Guidance
    f. District Quality Management Plan/quality Control Plan
    g. Project Management Business Process (PMBP; available on WWW)
35. Start a personal glossary of acronyms
36. Browse the "M drive" (in the folder "My computer") as a resource for other project reports.
37. Browse the 'one stop government search engine'. Try using SPN keywords like Petaluma, Oakland Harbor, DMMO, etc. **http://firstgov.gov/index.shtml**

Training/Career development:

38. Pick out training courses for your Individual Development Plan (IDP; your supervisor will probably talk to you about this early on). This form is available on the Form Filler, an application that should be on your computer. Contact the Help Desk (x8606) if it isn't.
39. Keep your eyes open for email announcements about open spots in Corps-wide PROSPECT courses and Division workshops (cheaper, don't have to travel as far, more familiar faces in the class). Also check out local college/university extension school classes (catalogues passed around office) for relevant listings. Sign up early for courses to ensure you get a spot (they fill up fast). Everyone fills out course request forms for the following fiscal year (you will receive an email when it is time).
40. Make sure you fill out a Senior System Civilian Evaluation Form (TAPES) at least twice a year to stay on track for annual promotions. Your supervisor should help you with this.
41. Develop your "30-second commercial". (Spiel to deliver when non-Corps folk ask, "So, what do you do for a living?")
42. Attend in-office meetings, workshops, socials, etc.
43. Ask your supervisor to facilitate your sitting in on team meetings for ongoing projects.
44. Take a ride on a Corps dredge, such as the *Essayons*. Ask around to see when/if trips are happening soon. Frank Snitz and Roger Fernwood (of the environmental section) currently coordinate trips.
45. Join in on a site visit, if possible.

Social:

46. Find out who all the other newcomers are.
47. Find out what the people in your section and the other newcomers do for lunch. Some people regularly reserve conference areas for lunchtime gatherings.

Miscellaneous:

48. GSA auctions off surplus government property. Interested? See: **http://www.gsa.gov/Portal/content/products_content.jsp?contentOID=22968&contentType=1007**

In the neighborhood:

49. Closest supermarket is Safeway (from Market and Beale, cross Market, walk up Davis through a couple of plazas, left onto Jackson. ~8 minute walk).
50. Several ATMs nearby: go to bank website and search using our zip code; 94105.
51. Familiarize yourself with local transportation: BART (subway; we are next to the Embarcadero stop), local MUNI (bus/trolley) lines, Caltrain (4th and King; 1.5 mi walk, can take any number of MUNI lines there: N, 80x, 81x, 82x).
52. Mail slots are located in the building (Lobby near entrance to parking lot elevator). Dropping mail into slot on our floors is not recommended (considered sketchy because of jamming issues). Closest mailbox is across the street on Fremont. Nearest post office is in Rincon Finance, 180 Steuart St, San Francisco, CA 94105. There is also one at One Embarcadero Center (on Front/Clay), but that one always has a longer line.
53. Closest drug store is Walgreens (corner of Mission and 1st; open M-F 6:30 am). There is also one at Front Street, between California and Sacramento.
54. Coffee shops (franchises):
    a. Starbucks: Downstairs
    b. Peets: Corner of Market St and Battery St
    c. Tully's: Corner of California and Davis
55. Other recommended local food places:
    a. Specialties Bakery (Bush/Battery): fresh pastries, bread, cookies, sandwiches, soup, coffee, and desserts.
    b. Cheap sandwiches: Lee's, Lea's (across street on Beale)
    c. Food court at One Market (at) Embarcadero
    d. Bush Street Food court (walk up Bush from Market)
    e. Oasis (Mediterranean)
    f. Food court at Rincon Center (Mission near Embarcadero)

ATTACH:

Local street map
General floor plan of Corps' floors in building, labeled with section locations
Novice Orientation Plan
SPD Organization Chart
SPN Organization Chart
USACE Organization Chart

Appendix A
Telephone Information

Changing your telephone password
The person who had your cubicle before you should have changed the phone's password back to the phone number, or given the password to either your Section or Branch chief, or the Planning Secretary (Judy Labaria).

If, after talking to your supervisor, you discover no one knows the old password, send an e-mail to the IMO Helpdesk (e-mail address HELPDESK, SPD\SPN) with a cc: to Giselle Hicks-Glover and your supervisor. Explain that you cannot access your phone messages because no one knows the password, and you need the phone to be reverted back to the original password (the phone number).

If everything worked correctly, and you have the old password in hand and want to change it, here is what you do.

1. Log into Meridian Mail. To do this, dial 8950. When the system answers, enter your phone extension number (this is your mailbox) followed by the pound (#) sign. When it asks for your password, enter the old password followed by #.
2. In Meridian Mail, press 84.
3. Enter your new password, then press #. You password may be from four to 16 numbers or letters. Do NOT use the characters # and *.
4. Enter your new password a second time and press #.
5. Enter the old password and press #

If your telephone is broken:
Send an e-mail to the IMO Helpdesk (e-mail address HELPDESK, SPD\SPN) with a cc: to Giselle Hicks-Glover and your supervisor. Describe the problem in as much detail as possible, give your cubicle number and phone extension.

Telephone Security
Do not discuss classified information on non-secure telephones. Department of Defense telephones are provided for the transmission of official government information only and are subject to communications security monitoring at all times. Use of Department of Defense telephones constitutes consent to communications security telephone monitoring in accordance with Department of Defense Directive 4640.2. Classified information should only be discussed on a STU-III telephone when proper security measures have been followed. Contact the Security Officer for further information.

Telephone Privacy
Employees' home telephone numbers or addresses may not be given out without the employee's consent.

Freedom of Information Act Requests
Notify Office of Counsel immediately of any Freedom of Information Act requests you may receive. (Room 805, 977-8644)

EMERGENCY NUMBERS

Bomb Threat	911 and 556-1480
Federal Protective Service (Crime Protection)	556-1480
Fire-Rescue Service (Ambulance)	911 and 431-2800
Poison Control	1-(800) 876-4766
Corps of Engineers Security 333 Market Street, San Francisco	977-8303
Lobby Guard Desk (ask for lobby guard) 333 Market Street, San Francisco	546-0333

OTHER IMPORTANT NUMBERS

Carson Wagonlit

Contractor through which you will make your airline and rental car reservations

Weekday number (877) 701- 7130
After hours emergency number 1-800 468-2987

General's Secretary

Frances Nunez	room 1105-A	x8004

Lake Mendocino - CESPN-OR-O-LM	707-462-7581
Lake Sonoma - CESPN-OR-O-LS	707-433-9483

Appendix B
Where do I fit in?

You work for the San Francisco District, one of the four Districts in the South Pacific Division, of the U.S. Army Corps of Engineers. The other Districts in the South Pacific Division are:

Los Angeles (which includes Phoenix, Arizona)
Sacramento, and
Albuquerque, New Mexico.

The U.S. Army Corps of Engineers is abbreviated as USACE

The Division and four Districts are abbreviated thusly:

South Pacific Division - CESPD, or just SPD (The CE stands of Corps of Engineers)

Districts:

- San Francisco – CESPN, or just SPN
- Los Angeles – CESPL, or just SPL
  - Phoenix – CESPL - P - WC
- Sacramento – CESPK, or just SPK
- Albuquerque – CEPSA, or just SPA

San Francisco District is made up of a number of internal divisions. You work in the **Engineering and Technical Services Division**. This is abbreviated as ETS.

The Chief of ETS is Arijs Rakstins
The Secretary of ETS is (position currently vacant)
The Budget Analyst for ETS is Steve Yip
The Training Officer for ETS is Ophelia Rosales

Within ETS, you work in the **Planning Branch.**

The Chief of Planning Branch is Tom Kendall
The Secretary for the Planning Branch is Judy Labaria
The Student Aide and CEFMS guru for the Planning Branch is Jerry Jiang
The Editorial Assistant for the Planning Branch is Cindy Vangilder

Within the Planning Branch you work in one of these sections:

- **Plan Formulation – PF**
  - The Chief of Plan Formulation Section is Jim Howells
- **Environmental Planning – PP**
  - Chiefs position currently vacant
- **Environmental Sciences – PS**
  - The Chief of Environmental Section is Rod Chisholm
- **Economics - PC**
  - The Head Economist is Kevin Knight

Your office symbol will be either:

CESPN-ET-PF, Plan Formulation
CESPN-ET-PP, Environmental Planning
CESPN-ET-PS, Environmental Sciences
CESPN-ET-PC, Economics

The other Branches and sections in ETS (located on the 7th floor unless indicated otherwise) are:

Engineering Branch – ET-E
Chief, Herb Cheong x8705
Secretary, Coleen Wong x8557

Water Resources Section – EW
The Chief of Water Resources is S.T. Su x8854
Civil Design Section – ED
The Chief of Civil Design is Arnold Lee, x8555
Geotechnical Section – EG
The Chief of Geotech is Ken Harrington, x8661
Specifications and Cost Engineering Section (Estimates and Specs) – ES
The Chief of Specifications and Costs is Phil Pang, x.8573
Geographic Information System Section - GIS
The Physical Scientist lead of GIS is Daniel Specht

Construction Services Branch – ET-C Mostly housed in Sausalito. Watch dogs contracts and construction, dredging etc. after contracts are let, does GPS work.
Chief of the Construction services Branch is Suzanne Suskind 331-0404
Secretary of the Construction Services Branch is Terry Reyes, 331-0404

Contract Administration Section – CC (in Sausalito)
Supervisory Civil Engineer – Leonard Soohoo 331-0404
Office Automation clerk – Meddie Divino 331-0404

Technical Support Section – CT (in Sausalito)
Lead Civil Engineer – Mike Murphy 331-0404

Survey Section – CH (on 8th floor)
Lead Civil Engineer is (vacant), Tech leader is Paul Chen x.8478
Office automation clerk – (vacant)

Hydrographic Survey Crew – CH-H (in Sausalito) the crews who keep the Bay free of hazards to navigation large logs, sunken ships, etc.
Contact the survey crew in the Baseyard at 332-0334
Emergency contact for the crew when on the boat,
cell phone number, (415) 699-1484

Appendix C
Correspondence, ARIMS Numbers & Civil Works Records

Correspondence

Here are the rules for the two kinds of correspondence you will most often be sending out, the memo and the letter.

Memos: Are used for all correspondence **within** the Corps.
  Formal Memos: Are used for correspondence **outside** the San Francisco District.
  Informal Memos: Are used for correspondence **within** the San Francisco District.
  Memorandums of Record: are memos used to record an event, conversation, etc.
Letters: Are used for all correspondence **outside** the Corps.

The rules for preparing correspondence for the Corps is contained in "Preparing and Managing Correspondence" Army Regulation (AR) 25-50. If you want a copy for yourself, you can find one at the following website:
http://www.usapa.army.mil/gils/epubs3.html;mark=706,4,12#WN_mark

Also, your secretary, Judy Labaria, and Cindy Vangilder (cube 717O) each have a copy you can look at when needed.

The sample correspondence below includes formal and informal memorandums, memorandums for the record, and letters, as well as important notes for each mode of correspondence. In addition, each sample includes rules and regulations within the body of its text. Be sure to read them carefully.

Explanation

Part of the correct format for either a memo or letter includes putting information on the correct line, putting the correct number of empty lines between text, and putting in the correct number of empty spaces. Each sample includes space and line delineation's in bold italics. They also include other information on format in parenthesis.

For example:

S: (suspense date, if any)

One line
CESPN-ET-(your office) ***two spaces*** (ARIMS Number) DATE (near right margin)

Two lines
MEMORANDUM FOR Commander (CECG), US Army Corps of Engineers, 441 G Street, NW, Washington, D.C. 20314 (Change from the old rules: if the address is long, return all the way to the margin to continue the address)

Example explanation:

When typing a memo, between the suspense date and the CESPN-ET address line you would have one empty line (***One line***), and between the CESPN-ET address line and the MEMORANDUM FOR line, two empty lines (***Two lines***). Between the CESPN-ET address and ARIMS Number, in parenthesis, there are two spaces (***two spaces***).

This same section of a memo, stripped of its informational line and space delineation's and set up as an actual memo, would appear thus:

S: 8 Nov 99

CESPN-ET-P (1105)   31 Oct 99

MEMORANDUM FOR MEMORANDUM FOR Commander (CECG), US Army Corps of Engineers, 441 G Street, NW, Washington, D.C. 20314

MEMORANDUM

The Formal Memo:

Is used for correspondence **within** the Corps that is going **outside** the San Francisco District.

Formal memos should always have their first page on letterhead. Your office symbol should fall two lines beneath the eagle seal. The first C of CESPN should be centered under the eagle in the seal.

Example

SF District Corps Letterhead

S: (Suspense date, if any)

One line below suspense date (if any) two lines below eagle seal

CESPN-ET-(your office) ***two spaces*** (ARIMS Number)   DATE (near right margin)

Two lines

MEMORANDUM FOR Commander (CECG), US Army Corps of Engineers, 441 G Street, NW, Washington, D.C. 20314

One line

SUBJECT: Preparing a Formal Memorandum

Two lines

1. The date may be typed in, or a date stamp may be used. Margins should be one inch at the sides and bottom.

2. Don’t indent the paragraphs unless you are dealing with subdivisions of text. If there is only one paragraph in the memo, don't number it. Otherwise, always number paragraphs in memos.

3. Single space the text of the memo, double space between each paragraph.

One inch margin
CESPN-ET-(your office) (put your office symbol on continuing pages of the memo)
SUBJECT: Preparing a Memo (put your subject line on continuing pages of the memo)

2 lines
4. If you use subdivisions, the first subdivision should begin with letters, not numbers, as shown below. There must be at least two subdivisions.

5 spacesa. If there is a subparagraph a, there must be a subparagraph b.

b. If you subdivide again, you use numbers in parenthesis, as shown below.

10 spaces (1) If there is a second subdivision, there must be at least two subdivisions. On the second line ALL subdivisions return to the regular margin.

(2) Do not subdivide any farther than a third subdivision.

10 spaces (a) Do not indent the third subdivision any further than the second.

(b) Use letters in parenthesis if you use a third subdivision.

5. Avoid hyphenation whenever possible. Do not hyphenate a word between pages.

6. If your memorandum is more than one page long, do not divide a paragraph of three lines or less between pages. At least two lines of a divided paragraph must appear on each page.

7. If your memorandum is more than one page long, each page should have your Office symbol and the Subject at the top. Use a one-inch top margin.

8. If your memorandum is more than one page long, each page after the first should be numbered at the center bottom.
One line
FOR THE COMMANDER: (unless the commander is actually signing this memo. This is referred to as the authority line)

4 lines

Encl(s)(if there are any enclosures) NAME OF PERSON SIGNING MEMO, ALL CAPS
(if multiple Enclosures, number Title of person signing memo, regular case
and list them)
One line
CF: (copies furnished)
Project File (CORRECT Name of Project in parenthesis)
CESPN-ET (Reading files)
CESPN-ET-P (Kendall)

Notes on Formal Memos:

Suspense Date: Usually we don't use Suspense Dates. Only use them if there really is a suspense date. A suspense date is the date, which a memo MUST be replied to by.

ARIMS Number: Be sure you put the correct ARIMS number on your memo. See ARIMS numbering section of this Appendix.

Enclosures: In a memorandum, if you have one enclosure you type Encl. If you have two or more enclosures you type in the number of enclosures and Encls, then number and list the enclosures. Encl or Encls will always be on the same line as the name of the signer.

Example of multiple Enclosures

3 Encls
1. Copy of Feasibility Report
2. Letter from sponsor
3. Photos of clear-cut channel

Copies Furnished (CF:): This is a list of everyone who will be getting a copy of this memorandum.

You should always keep a copy of correspondence you generate for your files.

A copy should always go into the ETS Reading files.

Everyone on the ladder (see below) should get a copy of the memo, unless they have stated that they don't want one. The front office usually does NOT get a copy of correspondence, even if the Major or Colonel signs it.

If the memo is project related, a copy of the SIGNED memo, on yellow paper, including the initialed ladder (see below), should ALWAYS go into the Project files. Make certain it has the FULL AND CORRECT name of the Project in parenthesis.

The Ladder: Memorandums and letters will always include a list of people, or ladder, who must approve and initial off on the memo before it reaches the signer. The first name on the ladder is that of the originator. Others usually included are the originator’s supervisor, branch chief, and the Project Manager (if it is a project memo). There may be others who also need to review the memo; your supervisor or a co-worker should be able to help you decide who belongs on a ladder if you aren’t certain.

Create the ladder on a completely separate page from the memo, type it on the extreme right side of the page. The ladder will be printed on yellow paper.

Example of a Ladder

DOE/mot
CESPN-ET-P
x8550
22 Oct '03

KENDALL
CESPN-ET-P

RAKSTINS

The originator's block should include phone extension (or full phone number if not at 333 Market) and date. All other blocks consist of the person's last name and office symbol, as shown. If someone else typed the memo for you, his or her initials should follow your name in the originator block, separated by a slash, as in the example (your daily trivia, mot stand for My Own Typing, a conceit you find in some small business offices who want people to believe they are prosperous enough to hire a secretary).

Processing the memo, part one – getting it initialed and signed off:

NOTE: If this is your first memo, or if it is a complicated one, or if you just want someone else to take a look at it before sending it out for signature, run it past Planning's editorial assistant (currently Cindy Vangilder). Send her an electronic version, and then let her know it is in her mailbox, by phone or visitation, and you can a get a quick editing turn around.

Set the yellow ladder page behind the memo, with the ladder extending past the page(s) of the memo for easy initialing.

Be sure to initial your own name as the origininator.

Put the memo/ladder combo in a clear plastic Executive Correspondence cover to save it from spilled coffee and crumbs. Attach a pink "After Signature, Return to:" form to the front of the memo/ladder/cover combo with a paperclip, using the clip to hold the entire memo/ladder/cover/form combo together. Be certain to write in your name and phone extension on the pink 'return to' form so the person signing, or their secretary, can call you when your correspondence is ready. 'Return to' forms can be gotten from your secretary (currently Judy Labaria).

The memorandum is then circulated through those on the ladder, who initial off on it, ending with the signer, who signs it. Each person on the ladder, and the signer, could theoretically send the memo back to you for changes. If this happens, you have to start the ladder anew, unless the changes are insignificant, like adding a period at the end of a sentence or correcting a spelling error.

The fastest way to get a memorandum initialed and signed off is to hand carry it yourself from person to person. When a memo has a short deadline this may be your best option. If a person on the ladder is not in the office, their acting chief, or the supervisor above them in rank, may initial off, or sign a memo for them.

When the ladder has been initialed off, and the memorandum has been signed by the designated signee, it will be returned to you, the originator, for processing.

Processing the memo, part two – getting it out the door:

IMPORTANT NOTE: For overnight mailing to meet a deadline, see the mailroom clerk (currently Israel Rivera). It is usually a good idea to discuss the need for overnight service with him as soon as possible, even before the letter is signed, so you can have the required paperwork finished and ready to move forward as soon as the memo is signed.

Once the memo is returned completely initialed and signed, or once you return with it, after chasing all the signators down, make a yellow copy of the signed memo to attach to the yellow ladder page. This is your Project File copy. If this is NOT a project related memo, you do not need to send a copy to project files, and will file the yellow ladder with your copy.

Makes copies of the memo AND ladder for each of the people on your copies furnished (CF:) list. Normally, those who get copies furnished do NOT get copies of any enclosures, unless they have asked for them or you want them to have copies.

Make certain all enclosures are included with the original memorandum. If your enclosures are large reports, check with the mailroom on how best to send them to their destination. NOTE: If the destination is SPD, you can hand carry the memo and enclosures to them.

Mail the memorandum and any enclosures in a yellow, inner office envelope (also called a holey joe) – unless they are large reports, as noted above. Be sure to include the name, office symbol, city and state of the person the memo is going to on the envelope.

You can drop the envelope in the outgoing mail tray (see your secretary or co-workers for location) or you can carry it straight up to the mailroom on the ninth floor. If the door is locked you should slide the envelope through the mail slot.

Put the yellow project file copy in an inner office envelope and address it to: Project Files c/o ETS.

You can deliver the other copies by hand, or mail them in an inner office envelope. If copies are going to people outside the Corps, mail then in the usual way.

The Informal Memorandum:

Is used for correspondence **within** the Corps and **within** the San Francisco District. The informal memo is identical to the formal memo with these exceptions:

Informal memos are always printed on plain paper.

You do not need to use a full street address on the FOR line, use only the name of the recipient and their office symbol.

The "FOR THE COMMANDER" authority line is not mandatory, and may or may not be used, as needed.

Example

One inch margin from top of page

S: (Suspense date, if any)

One line below suspense date (if any)
CESPN-ET-(your office) ***two spaces*** (ARIMS Number)   DATE (near right margin)

Two lines
MEMORANDUM FOR Arijs Rakstins, CESPN-ET
One line
SUBJECT: Preparing an Informal Memorandum

Two lines
1. The format for the informal memo is the same as that for the formal memo. Prepare the informal memo on plain white paper.

2. You will usually have a ladder with an informal memo, but it will rarely be as long as that for a formal memo. You may sign some informal memos yourself.

One inch margin

CESPN-ET-(your office) (put your office symbol on continuing pages of the memo)
SUBJECT: Preparing a Memo (put your subject line on continuing pages of the memo)

3. The 'For the Commander' line may be used if appropriate for the memorandum, but is not mandatory, and should not be used if not needed.

4. If your memorandum is more than one page long, each page after the first should be numbered at the center bottom.

4 lines

Encl(s)(as in formal memo) NAME OF PERSON SIGNING MEMO, ALL CAPS
Title of person signing memo, regular case

One line

CF: (copies furnished)
Project File (CORRECT Name of Project in parenthesis)
CESPN-ET (Reading files)
CESPN-ET-P (Kendall)

2

Processing the informal memo:

Informal memorandums are processed the same as formal memorandums with these exceptions.

They can always be delivered by hand.

If there is no ladder, and the memo is project related, a yellow project copy of the SIGNED memo must always be send to Project Files.

The Memorandum of Record:

Is used to record an event, meeting, conversation, etc.

A Memorandum for the record is almost identical to an Informal Memorandum. The differences are:

There is never a Suspense Date
The to line reads: MEMORANDUM FOR The Record
There is never an Authority Line (For the Commander line)
You sign your own memo (unless you're writing it for someone else)
There is no ladder

Processing the Memorandum of Record:

Memorandums of Record are processed the same as Informal Memorandums.

Remember:

There is never a ladder
Always keep a copy for your files

A copy always goes in the ETS Reading file
A yellow project copy of the SIGNED memo is always sent to Project Files

The Endorsement

We do NOT use endorsements any longer. If someone asks you to do an endorsement for a letter, remind them that they are no longer a part of the Corps correspondence process and the person is living in the past.

Other sorts of Memorandums

There are also things called Memorandums thru, which is a memo that goes to someone, but only after it has gone thru one or several other people. We rarely use this type of memo. There are also other rarely used forms of the memo whose rules can become quite Byzantine (you do work for the government). If ever faced with one of these unusual memos, consult your secretary, editorial assistant, or a copy of AR 25-50.

LETTERS

Letters are used for ALL correspondence **outside** the Corps. This includes all correspondence with other government agencies. Letters are ALWAYS on letterhead. Never use office symbols in letters.

SF District Corps Letterhead

One line

October 31, 2003 (date is in civilian format & centered)

2 lines

Engineering and Technical Services Division *(office of person signing the letter, with*
San Francisco District *SF District on next line. NEVER use office symbol)*

No set number of lines *(use this wiggle room to set the letter attractively upon the page)*

Mr. John Doe
Environmental Protection Agency
123 Main Street
San Francisco, California 94105-0100 (Use the extended zip code if known)
One line
Dear Mr. Doe:
One line

Adjust margins so the letter is framed on the page. The date in a letter is always in civilian form, with the month first. Center the date below the letterhead. Never use date stamps on letters.

In the recipients address, in our case, Mr. John Doe, EVERYTHING is spelled out completely. While it is possible to use the official state abbreviation, it is rather frowned upon (although OK on the envelope) and most often the name of the state is spelled out. Use no abbreviations but those shown in the Notes section.

Never number the paragraphs in a letter, and always indent the first line of each paragraph 5 spaces. Single-space the body of a letter, with double spacing between paragraphs. All pages must have at least one inch of bottom margin.

-2-

Four lines

If you have to use a second page in a letter, make sure there is a minimum of two lines of text on the second page. The second page should be numbered in the top center, one inch down from the top of the page. Use a hyphen on each side of the page number. You then go down four lines, and begin the second page of text on the fifth line after the page number. The same rules apply if the letter continues to a third or fourth page. Keep the margins the same on all pages.

Write your letters clearly and concisely. Remember that civilians will probably not be familiar with certain Army/Corps vernacular. If you must use certain "in-house" phrases, be sure to explain them so that the reader understands them. Avoid acronyms whenever possible, and always explain them if they are used.

a. Avoid subparagraphs in letters when possible. If you have them, indicate them by use of letters of the alphabet. After the letter, indent two spaces and begin typing on the 3rd space.

b. If you have one lettered subparagraph, you must have two. If you have only one subparagraph, indicate it with a hyphen. Never subdivide farther than one set of subparagraphs in a letter.

If you have enclosures, fully identify them in the body of the text. Do not show the number of enclosures or list them at the end of a letter.

If it is necessary to furnish a copy or copies to anyone other than the addressee, place a statement will in the body of the letter, near the end, indicating who has been provided a copy. Example: a copy of this letter has been forwarded to Ms. Natalie Doe, President of Citizens for the Environment. Do NOT use copies furnished in a letter.

Do not use abbreviations on signature blocks, and do not capitalize the sender’s name.

Include a point of contact for this action, project etc. in the last paragraph of the letter. The point of contact for most letters you write will be you, the originator of the letter. Include your (or point of contact’s) name, full phone number with area code, and e-mail address.

Two lines

Sincerely,

Four lines

Tom Kendall
Chief, Planning Branch

One line

Enclosure(s) (if any)

Notes on Letters:

Abbreviations in address: You can use the following abbreviations in addressing a letter: DC (for District of Columbia), US, PO Box, Mr., Mrs., Ms., Dr., Jr., Sr., II, III, Ret. (for retired) and the points of the compass when used in an address (NE, NW, SE, SW). While it is possible to use the official state abbreviation, it is rather frowned upon (although OK on the envelope) and most often the name of the state is written out.

Subject Lines on awards/recommendation letters: Subject lines for letters of recommendation or commendation, or other sort of award/acknowledgements are no longer used in letters. This is a change from the past. If this sort of letter must be forwarded through a chain of command, send it as an enclosure to a memorandum.

Using ladders with letters: Ladders, printed on their yellow paper, are ALWAYS used for letters just as they are used for formal and informal memos. See The Formal Memorandum for detailed instructions on ladders.

Processing the letter: Letters are processed exactly as Formal Memorandums, with one exception. No letter will be mailed in an inner office envelope. Letters are mailed in regular white business envelopes with the Corps return address, unless they are going out Federal Express, or the enclosures are so large the letter and enclosures must be mailed as a package.

Notice on our envelopes and package labels, in the return address, there is a line behind the return address. Hand write your office symbol on this line.

Example of Envelope Return Address

DEPARTMENT OF THE ARMY
U.S. ARMY ENGINEER DISTRICT, SAN FRANCISCO
CORPS OF ENGINEERS
333 MARKET STREET, ______________ <Hand write your office symbol on this line
SAN FRANCISCO, CALIFORNIA 94105-2197

OFFICIAL BUSINESS

See The Formal Memorandum for detailed instructions on processing letters.

If your letter is in answer to a received letter: If related to a project, make CERTAIN the original copy of the letter received is attached to the Project File copy of the reply letter you are sending out, and is sent to the Project Files. Attach copies of the received letter to anyone who gets copies of the reply letter.

ARIMS Numbers

All project records are Civil Works records and are PERMANENT records. This means they should never be destroyed. See the next section for more information about Civil Works records. Records are filed using the correct ARIMS number(s). These used to be the MARKS (Modern Army Record Keeping System) number(s) but now they're the ARIMS (Army Records Information System) number(s). The Corps switched to ARIMS on 18 March, 2003.

Be certain you are using the correct ARIMS number for your memos, files, correspondence, etc.

Permanent Records:
For Economic data ONLY: 1105-2-40a
For CAP projects: 1105-2-10b
For all other Civil Works projects: 1105-2-10a

For PROJECT correspondence: use the same numbers as above.

Non-permanent Records: Non-permanent records WILL be destroyed on (or near) their disposal date

For NON-PROJECT Correspondence Files: 1105
For supervisory files: 1105-2-10c

Civil Works Records

What is a Civil Works Record?

A Civil Works Record is information created in connection with the planning, design and construction of specific projects, that tells the story of the creation, maintenance, etc. of the project. This includes reports, correspondence (incoming and outgoing), memorandums of record, photographs, research, maps, charts, estimations, designs, drawings, computations, changes, etc. etc. etc.

It ALSO includes e-mail!

Eventually (so they say), we will be getting a system that automatically asks if an e-mail is project related and will put it into a project file electronically. But for now, you have to do it manually. The easiest way is to print out your project e-mails, and your answers to them, as they come in, file them, then once a project is finished, or your file drawer is packed, whichever comes first, send them to the Project Files.

What happens if someone destroys Civil Works Records ?

Very bad things indeed. Section 2071 of title 18, United States Code states:

(a) Whoever willfully and unlawfully conceals, removes, mutilates, obliterates, or destroys, or attempts to do so, or with intent to do so takes and carries away any record, proceeding, map, book, paper, document, or other thing, deposited with any clerk or officer of any court of the United States, or in any public office, or with any judicial or public officer of the United States, shall be fined not more than $2,000 or
imprisoned not more than three years, or both.

(b) Whoever, having custody of any such record, proceeding, map, book, document, paper, or other thing, willfully and unlawfully conceals, removes, mutilates, obliterates, falsifies, or destroys the same, shall be fined not more than $2,000 or imprisoned not more than three years, or both; and shall forfeit his office and be disqualified from holding any office under the United States.

If you see anyone who is attempting to destroy permanent records, whoever they may be, warn them what they are doing is illegal. If they ignore you, call the Inspector General. Remember, the records you save may be your own.

Does this mean I have to keep every single piece of paper about a project I ever get?

No. The Project Files records, and the records sent (or that should be sent) at the end of each Fiscal Year to the Records Center, are the Permanent Records. Be faithful in sending your project information to Project Files and the Records Center (note, items in the Project Files end up in the Records Center after several years on site). Once in the Records Center they are out of your hair (and cube), yet can be easily accessed if needed.

When sending items to Project Files or the Records Center, use good sense. You don’t need to send sixty-four e-mails trying to get a group of people together for a meeting. You don’t even need to send one of them, unless the e-mail discusses some important aspect of the project, in addition to the meeting announcement. You will want to send memos/e-mails including meeting agendas. Announcements of Public Meetings and their agendas should always be sent. It is always important to keep correspondence, etc. dealing with changes to a project. Not just what the change was, but discussions leading up to it, the reasons why and how the change was made.

Reread ‘What is a Civil Works’ record. If you believe an item is an integral part of the project story, then it is a permanent record and you should make certain it is filed and retained.

More detailed information on Civil Works Records, how to file and send them to the Records Center, will be available in the exciting, soon to be released, “How to Send Files to, and Retrieve Files from, the Records Center”.

Appendix D
Sending copies of Final Reports to the DOD Defense Technical Information Center

Are you sending copies of your final reports to the DOD Defense Technical Info Center? If you aren't you should be. Putting a final report out on the Internet does NOT take the place of sending the report to DOD.

How do I do this, you ask. It's easy. Just follow these simple steps:

a. This is for FINAL reports ONLY, not drafts. Make sure you have a Final report.

b. Get a Final Documentation Page from your editorial assistant (Cindy Vangilder) and fill it in. Please type or print clearly.

c. Return the Page and three (3) copies of your report to Cindy V.

d. Celebrate with a refreshing beverage.